



BOULT • CUMMINGS  
CONNERS • BERRY PLC

REC'D TN  
REGULATORY AUTH.

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April 17, 2002

02 APR 17 PM 4 15

OFFICE OF THE  
EXECUTIVE SECRETARY

Mr. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: Petition of WorldCom, Inc. and Intermedia Communications, Inc.  
For Approval of Customer Notice Letter Pursuant to  
TRA Rule 1220-4-2-.56(2)(d)(2)  
Docket No. 02-00411


Dear Mr. Waddell:

Attached hereto please find an original and thirteen (13) copies of another amended Attachment 1 (Sample Residential Customer Notice Letter) which was attached to the Petition of WorldCom, Inc. and Intermedia Communications, Inc. For Approval of Customer Notice Letter Pursuant to TRA Rule 1220-4-2-.56(2)(d)(2) filed on April 11, 2002 and first amended on April 15, 2002 in the above-referenced docket which we would appreciate your noting filed with the Tennessee Regulatory Authority.

Thank you for your assistance in this matter.

Very truly yours,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By   
Jon E. Hastings

JEH/th

Attachments

POSTED  
4/18/02



Karen White  
701 South 12th Street  
Arlington, Va. 22202  
BAR CODE

Call MCI at 1-800-249-6484 to select the  
calling plan that best meets your needs.

Customer Telephone Number:

Dear Intermedia Customer,

As you may know, merger activities between Intermedia Communications Inc. and WorldCom, Inc. were finalized last year. As a result, Intermedia will no longer serve as your residential long distance carrier. To ensure that you receive the highest level of service at the greatest value without interruption, we will convert your service to another WorldCom Company, MCI, on July 15, 2002 or soon thereafter, unless you choose another provider as discussed below.

MCI invites you to call a Customer Service Representative to make the switch prior to July 15, 2002, and to select a domestic and international calling plan of your choice. Your local phone company may impose a switching fee; however, MCI will reimburse you for this fee on your first MCI bill. You can call MCI at 1-800-249-6484; representatives are available Monday through Saturday, 7:00 a.m.-10:00 p.m. (EST). If you subscribe to a service from your local phone company that limits changes to your long distance carrier selection, (this service is often referred to as a "freeze"), please contact your local phone company to remove this service before you contact MCI.

You're under no obligation to select MCI as your long distance carrier. You may select another company to handle your long distance calls. Should you decide not to use MCI, you'll need to contact a replacement carrier or your local phone company, prior to July 15, 2002.

If you choose not to call MCI or another long distance carrier prior to July 15, 2002, you will automatically be placed on MCI's calling plan, MCI Anytime Access(sm). This domestic calling plan offers the following:

- 12¢ per minute on ALL state-to-state calls from home,  
24 hours a day, 7 days a week
- Competitive local toll and in-state long distance rates\*
- No monthly plan fee
- International calling plans available
- \$5.00 monthly minimum
- Personal 800 number
- Credit card billing available
- Competitive calling card rates

For those customers that are a part of the automatic transfer from Intermedia to MCI, your long distance calls will be completed by MCI whenever you dial 1+ from your telephone line. In addition, MCI will pay any change fee imposed by your local service carrier. And, MCI will become your long distance carrier regardless of any "freeze" on your account. However, you may need to contact your local service carrier to institute a new "freeze". Upon completion of the automatic transfer, you will receive a welcome packet outlining all of your new MCI services.

If you have any questions regarding the transfer from Intermedia to MCI, please call 1-800-249-6484. If you have questions regarding the service received from Intermedia, please contact an Intermedia representative at 1-800-250-9999.

In the event MCI's Direct Dial or Dial 1 rates change in the future, you will be notified as outlined in the enclosed General Services Agreement. You may receive advance notice of other changes and our terms and conditions by visiting our website at [www.mci.com/service](http://www.mci.com/service). If you've already switched your long distance service from Intermedia, please disregard this letter.

Sincerely,

Jim Myers  
MCI, Vice President, Customer Service

State-to-state and international charges exclude Federal Universal Service Fee. Additional state-specific fees may apply.  
\*In-state long distance rates range from \$.07 to \$.14 per minute, please call customers service at 1-800-249-6484 for the rates in your state.

Enclosure